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PLEASE PASS TO CLO COORDINATOR AND PMO

E.O. 12958: N/A
TAGS: AMGT, KFLO, KSEP, APER
SUBJECT: EMPLOYMENT OPPORTUNITY IN THE FAMILY LIAISON
OFFICE

1. The following is an announcement of a vacancy in the Family Liaison Office (M/DGHR/FLO). Please pass to CLO and publish widely in your mission. Please send a copy to family members interested in employment and returning to Washington, DC.

2. Title: Program Support Assistant, Family Liaison Office (M/DGHR/FLO), GS-203-06/07, full time, 2-year limited appointment, with potential to be extended for a maximum of 5 years, Excepted Service, Schedule A. This appointment is not in the Competitive Service. The selected candidate will receive a 2-year Non-Career term appointment with benefits (FERS, TSP, FEGLI and FEHB).

3. Summary: The position is located in the Family Liaison Office (FLO), Bureau of Human Resources, Department of State. The incumbent of this position operates under the general direction of the Deputy Director of the Family Liaison Office, serves as the principal receptionist for the office, and carries out program assistant duties for the Community Liaison Office (CLO) Support Officer. The position is located in Washington, D.C.

4. The Foreign Service Act of 1980 mandated the

establishment of the Family Liaison Office to facilitate the employment of family members and to carry out such other functions as the Secretary of State may designate. The Office assists both employees and family members in the areas of family member employment, education counseling, crisis support, and expeditious naturalization. FLO provides support of evacuees from overseas missions, is the functional office for the worldwide Community Liaison Office program, and organizes Washington and overseas training conferences annually. FLO produces numerous publications and information papers. You may research information about FLO on our Intranet web site (<http://hrweb.hr.state.gov/flo/index.html>) or Internet www.state.gov/m/dghr/flo

5. The Family Liaison Office serves clients not only from the Department of State, but fields questions and makes referrals to many agencies assigning personnel abroad including US Agency for International Development, U.S. Commercial Service, Department of Commerce, the Justice Department and Peace Corps, to name a few. The incumbent is often the first point of contact a client will have with FLO and has a major responsibility for customer service. The incumbent is the primary administrative support to the CLO Program Officer and as such tracks the appointment, resignations and scheduled training for up to 200 CLO Coordinators at posts around the world. The incumbent is the primary point of contact for all Conference logistics, provide back up support for the Executive Assistant, and supports the Deputy as required.

6. Major Duties:

a) Receive, screen and track incoming calls and visitors, referring them appropriately to FLO staff or to other resources in the Department. The incumbent will be familiar with the basic regulations and resources of each FLO program area in order to make proper referrals. He or she will track calls and visitors to make sure each client request has been acted upon in a timely fashion. He or she exercises sound judgement in dealing with a wide range of issues, clients and effectively organizes and prioritizes work.

b) Supports the CLO Support Officer in organizing and preparing for CLO Training Conferences, handles all cable traffic and correspondence for CLO appointments, maintains databases and generates reports; arranges schedules for visiting Community Liaison Office Coordinators, makes room reservations and assists in preparations for briefings, seminars and training sessions.

- c) Handles all incoming mail distribution for the office.
- d) From rough draft, notes, or oral instructions composes correspondence for signature and stays current on all required formats for letters, cables, and briefing memos.
- e) Uses Travel Manager, Cable Express and other software programs after attending required training.
- f) Is a full team player in FLO, contributing ideas and support to improve the efficiency of the office and help solve problems for clients.

7. Qualifications (ranking factors):

Must be a U.S. citizen who has:

- a. A minimum of three years experience living or working in an overseas mission or consulate community which provided an opportunity to gain and demonstrate knowledge of the unique challenges and opportunities facing mobile Foreign Service employees and their accompanying family members.
- b. Excellent customer service skills.
- c. Excellent oral communication skills.
- d. Excellent written communication skills including ability to format letters, cables, email messages, and to edit for spelling, punctuation, and grammar.
- e. Excellent computer skills using the Microsoft Office Suite of programs, Word, Excel, and PowerPoint. Training will be provided in MS Access and other in-house software programs, as appropriate.
- f. Ability to type 40 wpm with no more than 3 errors in 5 minutes. Please see section 8 for additional information on typing qualifications.
- g. Ability to handle multiple tasks under time constraints, prioritizing appropriately.
- h. Ability to function well as a team member.

8. How to Apply:

Interested individuals may submit one of the following: an optional application for Federal Employment (OF-612), a SF-171, a resume or any other written format (see important instructions for submitting a resume at the

end of this announcement).

In addition, each candidate must submit a supplemental statement that addresses each ranking factor and explains in detail how the applicant's experience (paid or unpaid), education or special training relates to those qualifications (see number 5 under Additional Information) and ability to type. Applications which are incomplete or mailed in government postage-paid envelopes will not be considered.

Federal agencies have the option of permitting applicants for positions requiring typing skills to submit self-certification of typing proficiency in lieu of taking a typing performance test. A "qualified typist" is defined as someone who can type 40 wpm per minute (wpm) with no more than 3 errors on a 5-minute timed test. The following is the Department's policy regarding applications for positions that require a "qualified" typist.

Current and former federal employees who are currently serving or have served in federal position requiring skill (e.g., secretaries, office automation clerks, etc.) not required to submit a typing proficiency nor to self-certify typing skills. Evidence of this skill will be obtained from the SF -50, Notification of Personnel Action, which must be submitted as part of the application package.

Department of State employees (Civil and Foreign Service) who have never held a Federal position requiring typing skills - regardless of whether they are in a pay or non-pay status; permanent or temporary - may "self-certify" their typing skills when apply for positions requiring a "qualified" typist by including the declaration below in their application packages:

"I certify that I can currently type a minimum of 40 wpm with no more than 3 errors. My typing speed and error rate are based on typing performance for a period of 5 minutes. I gained my typing skill through:

Employee must briefly describe how skills were acquired, e.g. work and/or school.

Employees should understand that a claim of typing proficiency may be verified at the time of consideration for the position. Additionally, an erroneous statement of typing capability may result in the employee losing consideration for the position or may be grounds for removal should the employee be unable to perform his/her typing duties.

All other individuals must submit a certification of typing proficiency, along with their application, when applying for positions, which require a "qualified" typist. Should an applicant fail to submit the proficiency with his/her application, their application will not be considered for the position.

Various sources administer the typing test (e.g., local high schools, business colleges, employment agencies, State and local employment offices). The certification must be signed by the test administrator on the school or organization's letterhead or form and must indicate the speed in words per minute, total number of errors, and that the test was of five minutes' duration.

Send applications to Brenda Marshall HR/EX, roomH-726, Department of State, Washington, D.C. 20520. Applications may also be faxed to Brenda Marshall on (202) 663-2371. The application must be received by close of business, Friday, February 10, 2006. If there are any questions regarding this announcement, please call Leslie Teixeira, Deputy Director, M/DGHR/FLO, on (202) 647-1076. Overseas applicants may want to email, cable, or fax (202-647-1670) their intention to apply to Ms. Teixeira.

9. Evaluation Method: Determination of basic eligibility and evaluation of the applicant's experience, education and training will be based solely on a review of the Federal application or resume. It is imperative that the information provided be in sufficient detail to permit accurate evaluation of eligibility and background as they relate to the qualification requirements listed in the announcement. Competition for vacancies in the Family Liaison Office is very keen. Generally, only the top 3 to 5 best-qualified candidates will be referred for an interview.

10. Please note that because all Family Liaison Office positions are in the excepted service, neither past or current Federal status nor executive order eligibility are required. However, if applicants have government employment status or eligibilities, it is helpful to document in the application to assist in determining the level of skills and abilities of each candidate. Therefore: 1. All current Federal employees and reinstatement eligibles should submit a current performance appraisal and a SF-50 showing proof of competitive status. (If a current performance appraisal does not exist, a form DS 1812 (Applicant Appraisal) or equivalent form from another agency, signed by the current supervisor, is acceptable, or if the performance appraisal of record does not fully address the ranking factors, the DS 1812 may be submitted.) 2. All non-

competitive eligibles should submit proof of eligibility. 3. All applicants claiming veterans' preference must provide proof of eligibility. 4. All other applicants (non-status) must submit information identified above. 5. All applicants must submit information that addresses the ranking factors (qualifications) in this announcement. 6. All applicants should submit SF-181, Race and National Origin Form (for statistical purposes only).

11. Privacy Act Information: The Office of Personnel Management and other Federal agencies rate applicants for Federal jobs under the authority of sections 1104, 1302, 3301, 3304, 3320, 3361, 3393, and 3394 of title 5 of the United States Code. The information requested is needed to evaluate your qualifications. Other laws require inquiring about citizenship, military service, etc.

12. Information for those who wish to submit a resume: Please note that although neither the format nor a particular application form is specified, there is certain information that applicants must provide in order to determine if the legal requirements for Federal employment have been met and to evaluate one's qualifications. If a resume format is used, it must contain the following information for the applicant to be considered for the position.

Personal and Educational Information: 1. Full name, mailing address (with zip code) and day and evening phone numbers, including area code; 2. Social Security Number; 3. Country of citizenship (most federal jobs require U.S. citizenship); 4. Veterans' preference (proof of eligibility required); 5. Highest Federal civilian grade held, including series, beginning and ending dates; 6. Name, city and state of last high school attended and date of diploma or GED; 7. Name and state of colleges and universities attended, major fields of study, type and year of any degrees received (if no degree, show total number of credits earned and indicate whether they are in quarter or semester hours).

Work Experience and Other Qualifications: Applicants must provide information on their work experience, both paid and non-paid, that is related to the position for which they are applying, including: 1. Job title (series and grade if Federal employment); 2. Duties and accomplishments; 3. Employer's name and address; 4. Supervisor's name and telephone number (indicate if we may contact your current supervisor); 5. Starting and ending dates of employment (month and year); 6. Hours worked per week; 7. Salary; 8. Any other qualification, including: job-related training (title

and date of course); skills (e.g., languages, typing speed, computer software/hardware); current licenses; or honors, awards and special accomplishments (e.g., honor societies, publications). 9. Early availability may be a factor.

13. Minimize Considered
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